

Ms Emma Dane
Cranfords
1 The Pavilions
Cranford Drive
Knutsford
Cheshire
WA16 8ZR

22 March 2016

Dear Ms Dane

Thank you for contacting the Information Commissioner's Office. We confirm that we have received your correspondence.

If you have raised a new information rights concern - we aim to send you an initial response and case reference number within 30 days.

If you are concerned about the way an organisation is handling your personal information, we will not usually look into it unless you have raised it with the organisation first. For more information please see our webpage 'raising a concern with an organisation' (go to our homepage and follow the link 'for the public'). You can also call the number below.

If you have requested advice - we aim to respond within 14 days.

If you have reported receiving spam email - we will use the information you have provided to identify, investigate and take action against organisations that are not following the rules around direct marketing. We don't respond to such concerns individually, so please note that we're unlikely to contact you about this matter again, unless we need any further information to help with our investigations.

If you have made a request for information held by the ICO - we will contact you as soon as possible if we need any further information to enable us to answer your request. If we don't need any further information we will respond to you within our published, and statutory, service levels. For more information please visit our webpage 'access information about the ICO' (go to our homepage and follow the link for 'about the ICO').

If your correspondence relates to an existing case - we will add it to your case and consider it on allocation to a case officer.

Copied correspondence - we do not respond to correspondence that has been copied to us.



For more information about our services, please see our webpage 'Service standards and what to expect' (go to our homepage and follow the links for 'Report a concern' and 'Service standards and what to expect'). You can also call the number below.

If you have a matter you would like to discuss with us, please call us on 0303 123 1113 (local rate).

Yours sincerely

The Information Commissioner's Office

Our newsletter

Details of how to sign up for our monthly e-newsletter can be found at http://www.ico.org.uk/tools_and_resources/e-newsletter.aspx

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